



Shafton Road

The Shafton Road development, part of Glasgow Housing Associations Phase 2 new build programme, commenced 'on site' on Monday 14th September 2009, and the construction work is expected to be completed in July 2010.

The development will provide a mixture of mid terraced family houses and cottage flats for rent, including 1 wheelchair adapted ground floor flat. All houses will benefit from individual private garden areas and parking spaces.

13 units will be provided and the housing mix is as follows:

- 1 x 3A (3P) ground floor cottage flat (wheelchair).
- 3 x 4A (5P) ground floor cottage flat.
- 4 x 4A (5P) upper cottage flats.
- 5 x 3A (4P) mid terraced houses.

The houses and flats will comply with Housing for Varying Needs and the whole development will achieve Strathclyde Police's 'Secured by Design' accreditation. In addition to this, all properties are being built to achieve a high standard of energy efficiency and will achieve an EcoHomes 'Very Good' rating.

In recognition of the start of the Phase 2 new build programme, the Shafton Road site was chosen to host a photo call, with the main attendees being the Leader of Glasgow City Council, Steven Purcell and Deputy First Minister, Nicola Sturgeon MSP, Sandra Forsythe Tenant Chair of GHA and local Board members of Great Western Tenant Partnership.

Temple Tenements



Glasgow Housing Association remains committed to the reprovioning programme providing affordable new housing to its tenants. The Association has recently received approval from its funding partners, the Scottish Government (SG) and Glasgow City Council (GCC), to progress work on the Tambowie Street project.

The Tambowie Street development is expected to deliver approximately 26 houses and cottage flats for rent including some fully wheelchair adapted ground-floor flats.

The Association's aim is to achieve Tender Approval from our funding partners by the end of this financial year (March 2010) which will allow construction to start in the next financial year.

In order to achieve this, a team of consultants (the Design Team) comprising, in this case, an Architect, an Engineer and an Employers Agent (usually a Quantity Surveyor / Project Manager) are in the process of being appointed.

Design proposals will be provided to the LHO Committee and Tambowie Street residents for consultation and comment when these become available.



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Glasgow Housing Association
Better homes, better lives

A pilot project to road test GHA's new choice-based letting system has been extended until December.

GHA homechoice gives tenants in the west of the city the chance to register an interest in the available properties which are advertised on the GHA website and in the Evening Times.

More than 460 properties have so far been advertised as part of the scheme with 35,000 notes of interest from 3,300 tenants.

GHA homechoice is designed to replace the old points-based allocation system which has been in use for almost 30 years.

The pilot will now run until December, when the GHA Board will decide whether to roll it out across the city.

Following feedback from tenants and staff, the maximum number of 'notes of interest' in properties each week has now been reduced from six to three in order to speed up the letting process.

An independent survey by Heriot-Watt University has backed the early success of the scheme and the way properties are advertised.

More details are available by calling freephone 0800 479 8888 or on the GHA homechoice website: www.gha.org.uk/homechoice

INVESTMENT PROJECTS FOR 2009-2010

April 2009 was the beginning of the seventh financial year for GHA and to that date we have completed a large number of external fabric works, installation of new central heating systems, new house doors, kitchens, bathrooms and rewiring to a number of properties within our area. We have also carried out works to the common areas of some of our tenemental properties which includes the installation or upgrading of controlled entry systems, stair lighting and close decoration.

At the end of year six there has been £38,435,921 worth of investment carried out within the Great Western Tenant Partnership area.

and to the sheltered property at 756 Crow Road. As required under the Title Deeds, Proprietor's Meetings will be held to decide whether or not an individual property is included in the schedule, this decision will be by majority consent.

AND THE WORK CONTINUES...

External Fabric Works

We are currently in the process of carrying out external fabric works to the block type properties within the Temple area. We are in the process of preparing the projects for the renew the balcony railings and common windows within the tenements in the Keal area.

We are also working on the projects to carry out external fabric works to the deck access property at 861 Crow Road, the red-sandstone tenements in Annesland and the tenements in Balcarres Avenue. We will also be renewing all wooden double glazed units within the main door properties in Peterson Park. Public Meetings will be arranged when the projects are due to start to advise all residents of the content of the works. As required under the Title Deeds, Proprietor's Meetings will be held to decide whether or not an individual property is included in the schedule, this decision will be by majority consent.

Great Western Road, 15 Priory Place, 20-46 & 21-43 Priory Road, 300-344 & 299-331 Fulton Street, 3-7 Cedric Place, 9-35 & 14-40 Cedric Road, 19-123 Knightscliffe Avenue, 4-66 & 5-99 Arrowsmith Avenue, 8-66 & 11-73 Baldwin Avenue and 6-74 & 5-83 Friarscourt Avenue. Our Investment Officers, Maureen McAllister and Sandra Thomson have contacted all tenants within these projects to establish whether or not they require the work to be carried out and if they have any special requirements. They will also discuss any compensation that may be due to those tenants who have installed their own kitchen or bathroom.

Internal Common Works

These works include installation/upgrading of controlled entry systems, close lighting upgrade and close decoration as required. These works have been carried out within the aged persons flats in Highfield Place and the tenements in Gask Place. We have also completed the renewal of the stairwell doors in the multi-storey flats at 2231-2261 Great Western Road.

We are proposing to carry out the required works to the Non red-sandstone tenements in Ancaster Drive, Willoughby Drive and Crow Road,

Lift Installation

We will be installing an external lift to the sheltered property at 756 Crow Road. This installation will be of benefit to the existing tenants and will make this three-storey building more accessible to residents who have mobility problems and require the support that is provided in a sheltered complex.

Environmental Works

We are proposing to carry out improvements to the back court areas to the Non red-sandstone tenements in Ancaster Drive, Willoughby Drive and Crow Road. Public meetings are being arranged to discuss the proposals with all residents and as required under the Title Deeds, Proprietor's Meetings will be held to decide whether or not an individual property is included in the schedule, this decision will be by majority consent.

We will continue to work with the contractor, Mackenzie's Construction Ltd to develop the plans for the areas around the multi-storey flats at 2231-2261 Great Western Road and the sheltered complex at Ancaster Drive, however this work will not be completed in this financial year.

Kitchen/Bathroom Installations & Rewiring

We are currently completing the works within the Banner area and will soon be starting the programme within North Knightswood.

The following addresses will be contained in the projects: 6-24 Banner Drive, 21-51 Banner Road, 1912-2142



Complaints

You are at the heart of everything we do and we aim to provide with you the best possible service we can.

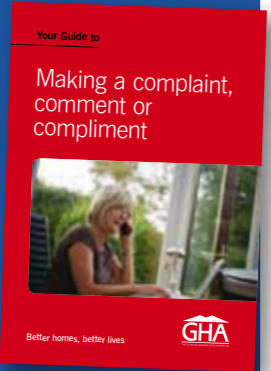
If we don't get things correct the first time, we will listen and learn so we can stop the same thing happening again.

Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us, and we will always try to deal with your concern promptly.

Hopefully there will be many more occasions when we do get things right and we would like to hear your positive comments and compliments too.

To make a complaint, comment or compliment:

- Call us free anytime on 0800 479 7979
- Visit us or write to us at 46 Munro Place, Glasgow, G13 2UP
- Or e-mail colin.walker@gha.org.uk or talk@gha.org.uk



Have your say on rent restructure plans

We want to make the way we charge rents fairer, more transparent and easier to understand – and we need your views to help us.

Our current rent system hasn't been reviewed in 30 years, is hugely complex and way past its sell-by date with 420 different rents – some of them very unfair.

Some tenants in multi-storey flats currently pay more a week than others in low-rise houses with gardens. Others living in one type of property pay more than someone living in exactly the same property on the other side of town.

Now, in a bid to make our rents fairer for everyone, we are consulting our tenants on a radical shake-up of our rent structure.

We need all our tenants to give us their feedback before the proposals go to the GHA Board for a final decision early next year.

If the plans get the go-ahead, the new way of charging rents would be introduced in 2011 and would see GHA rents based on just two factors - size and type of property.

There would be 11 'bands' of rent – at current rent levels ranging from £46.89 a week for the smallest flats up to

£104.20 a week for some of the largest houses.

The proposals would see rents go down for 52% of tenants.

Others would face rises but to help those facing the larger rises, all changes, up and down, will be phased in at a level of £5 a week each year.

All the proposed new rents are designed to be affordable to help tenants in work or trying to get back to work.

The rent restructure aims for there to be no or little change to GHA's overall rental income.

All tenants should receive a consultation document with their September rent statement which includes frequently asked questions and a short questionnaire. Tenants can return the questionnaire freepost before the closing date of November 30. They can also give their views online at www.gha.org.uk/haveyoursay

Great Western Tenant Partnership will be meeting with each Registered Tenant Organisation to discuss in more detail. Should you wish more information on these events please contact Colin Walker on 0141-274-8605.

GWTP Garden Competition 2009

Great Western Tenant Partnership recently held our sixth successive Annual Garden Competition.

Many residents participated in the competition and once again the standard of nominations was very high. Prizes were allocated to the top three gardens within each area of our communities.

All winners were recognised for their efforts and were invited to a prize giving ceremony on Thursday 13th August 2009 within the Blairdrum Centre.

The best garden in each area of our areas were the judged for our top award, Best Garden within GWTP (Wallace Carpenter Trophy)

This award was won by Mr John McKay, 26 Trinley Road, Knightswood. (Pictured below)



The awards ceremony was hosted by Kate Walker, Chairperson of GWTP and Colin Walker, Estate Co-ordinator. Great Western Tenant Partnership would like to take this opportunity to thank the

residents who obviously have pride in their neighbourhood and contributed to the local area looking good. As part of this years Garden Competition we included 'The Grow a Sunflower Competition' in partnership with St Ninian's Primary School. This project was very well received with schoolteachers, pupils and parents.

St Ninian's Primary school continues to develop its growing partnership with Great Western Tenant Partnership through the recent Grow a Sunflower Competition. Principal Teacher Brian Bourke who is the Eco-School's Co-ordinator in St Ninian's said "We constantly try to make all our children successful learners confident individuals and perhaps most importantly Responsible Citizens. This project met these aims in so many ways.

We are trying to make the children more environmentally aware and this project captured their imagination. It taught them the importance of caring for and nurturing a plant of their own but also made them responsible for the care and maintenance of this plant. Hopefully they will carry this with them as they can have a positive impact on the environment. These projects are a great way for the school to work closely with local businesses.

Competition winners Christopher Keel and Michelle McKay (pictured right) were also engaged in the project. "It was the first time that I ever grew anything that was so big. I am delighted that it is in the front of our school." Michelle was equally thrilled



to have won saying "My flower was really looked after. I made sure that it was well taken care of and I am delighted to be a winner especially as I am in the Eco-Council"

Competition Winners received their gifts which were presented by Colin Walker, Estate Co-ordinator, GWTP.

Strathclyde Fire and Rescue - Firereach



Great Western Tenant Partnership and Strathclyde Fire and Rescue have worked in partnership to deliver ten Firereach courses for 120 local young people. This youth diversionary project was funded from both Glasgow Housing Association and The Scottish Housing Regulator.

Firereach is committed to improving the life changes of every young person who attends by using the positive role model of fire fighters, coupled with neutral status of the Fire and Rescue Service within the community today. These courses have taught participants the key elements of fire and rescue training, the courses have also played their part in reducing the number of hoax calls received and abuse aimed at Fire and Rescue personnel. Participants of the completed courses were Knightswood Academy, Fairbridge Scotland, Culture and Sport Glasgow, West Young Carer's Group, Temple Shafton Youth Project and Aspiring Young Woman. Anna McLennan

Principal Teacher stated that "The school was extremely pleased with the course content and structure. It provided an excellent opportunity for our pupils to participate in a valuable and exhilarating experience. The participants were grateful for the first hand opportunity to gain a practical insight into a career path, the feedback from the pupils has been excellent. The boys and girls reached an improved level of maturity and personal confidence through a range of activities and challenges that the school is unable to offer. It was a pleasure to attend their display of skills and see the pride the pupils took in their presentation".